

ANNUAL REPORT

20 23



The Civic Institute of Professional Personnel (CIPP) is the union for municipal professionals in the Ottawa region.

We advocate for our members and for the kind of communities we know we can have — healthy, fair, and thriving.

CIPP members are the professionals who work for the people of Ottawa. Through collective bargaining, representation, and advocacy, CIPP works for its members so they can focus on the work they are passionate about. We are committed to our members, our community, and to quality public services.



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attended events,
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BEV CROFT
PRESIDENT



PRESIDENT'S REPORT

Our union is stronger than ever.

Not only have you continued to deliver your absolute best to our community, but you are also giving your time and energy to our union.

You are the municipal professionals who keep the backbone of our city running. And you are also the experts who push forward new solutions to challenges our community is facing. You are there to care for our community when they need it most.

You also showed up for your union more than ever. You attended bargaining briefings, informative CIPP Coffee Breaks and our in-person CIPP Lunch Breaks. You provided the feedback our Labour Relations team needed to push back on important issues like Returning to the Workplace and the City of Ottawa Service Review.

We have also spoken up in new ways this year. Hundreds of members sent Mayor Sutcliffe messages asking him to advocate for our pensions when OMERS was considering cuts. Along with other pension members, we pushed back and were able to stop OMERS from making changes to our pension contributions or benefits. Our pensions are our deferred wages and we will always defend them.

We stood with the labour movement. We supported PSAC in their fight for fair wages. We supported education workers in their fight to protect all our basic rights to bargain fairly. And for the first time ever, we joined with seven other Ottawa unions to push back against Mayor Sutcliffe's Service Review by sending a joint letter calling on him to bring a stronger vision to the City that goes beyond cuts.

As we continue to pull together and speak up, I want to thank our Board of Directors. We have many new members getting involved in the leadership of our union – this energy and engagement benefit us all.

Thank you also to our incredible staff team. We're proud of the work you do for CIPP members.

And, thank you to CIPP members. Hundreds of you attended events, shared your ideas, provided crucial information about your workplaces, joined committees and leaned on the union when you needed it. We are here for each other and that makes us strong.

I know that our community benefits from the work that we all do. I'm proud of that. And I know that our union always has our backs so that we can continue to make that work happen.

Let's keep going!

BEV CROFT
President

**It has been a year
that has shown
us what CIPP can
accomplish when
our members
pull together.**

PETER BLEYER
EXECUTIVE DIRECTOR



EXECUTIVE DIRECTOR'S REPORT

We have come so far this year.

I am so proud of the work of our Board of Directors, Committee members and all CIPP members.

We came to the bargaining table with the City of Ottawa in a strong position backed by member input and extensive research. The CIPP Bargaining Team has pushed hard all year and we expect to have a new collective agreement in 2024.

It has not been an easy bargaining process. The City was unresponsive to our proposals while our members are feeling more pressure than ever with high inflation rates. Because we reached an impasse with the employer, an arbitrator will make a final and binding decision on our collective agreement. Our team has ensured that we bring impactful arguments to that arbitrator in December.

Our Labour Relations team continues to support individual members, move forward policy grievances and deliver for our Bargaining Team. Julie, James and Rukiya, our labour relations experts, consistently go above and beyond to ensure CIPP members have representation across the board.

Our communication with your employers remains proactive and solution-focused. We had productive dialogues with Ottawa Community Housing leadership to ensure the hybrid work arrangement continued to be useful for CIPP members. We continue to push the City of Ottawa on their new Hybrid Work policy and the Service Review implemented by Mayor Sutcliffe.

Our improved digital infrastructure has allowed us to engage in a dynamic two-way dialogue with CIPP members this year. Hundreds of members contributed feedback through the Member Engagement Survey and other tools. You shared

valuable input on Returning to the Workplace, the Service Review process and changes to schedules.

We celebrated your important contributions to our community. We featured six CIPP members in a campaign that ran online and city-wide. We ran ads on bus shelters, digital and stationary billboards and on social media. On our website now you can learn more about the valuable work of Kevin, Eva, Krishon, Israel, Noreen and Valérie. These moving profiles serve to amplify the work of all CIPP members.

Protecting pensions is always a top priority for CIPP. This year, again, OMERS evaluated the possibility of cuts to pension benefits and contributions. We pushed back and hundreds of CIPP members reached out to Mayor Sutcliffe asking him to stand with us to protect pensions. These efforts, along with those of other plan members, were successful and OMERS opted to make no changes to the pension plan this year.

It has been a year that has shown us what CIPP can accomplish when our members pull together. We will continue to build on this strength in the year ahead.

Take good care,

PETER BLEYER
Executive Director

TREASURER'S REPORT

CIPP is in a good financial position. Thanks to our Finance Committee and financial advisors, our reserves remain well invested.

Q3 REPORT

The third quarter report for 2023 shows total revenue of \$1,437,483.20 and expenses of \$1,212,218.63. Revenue continued to be higher than anticipated due to OPH pandemic staffing. Significant labour relations expenses are expected in Q4 of 2023 as we complete interest arbitration with the City of Ottawa and proceed with significant policy grievances.

CIPP's Strategic Activities Reserve reached \$2,350,000 at the beginning of 2023. This is the cap set for it by the Board of Directors, as a result, CIPP's unallocated reserves rose from \$204,205.61 (at the end of January) to \$399,158.46 (at the end of September). The funds in the Strategic Activities Reserve are for important union priorities, challenges and opportunities identified by the Board of Directors. The Restricted Operating Reserve remains at \$375,000 and ensures that operations are not disrupted in the case of an organizational emergency.

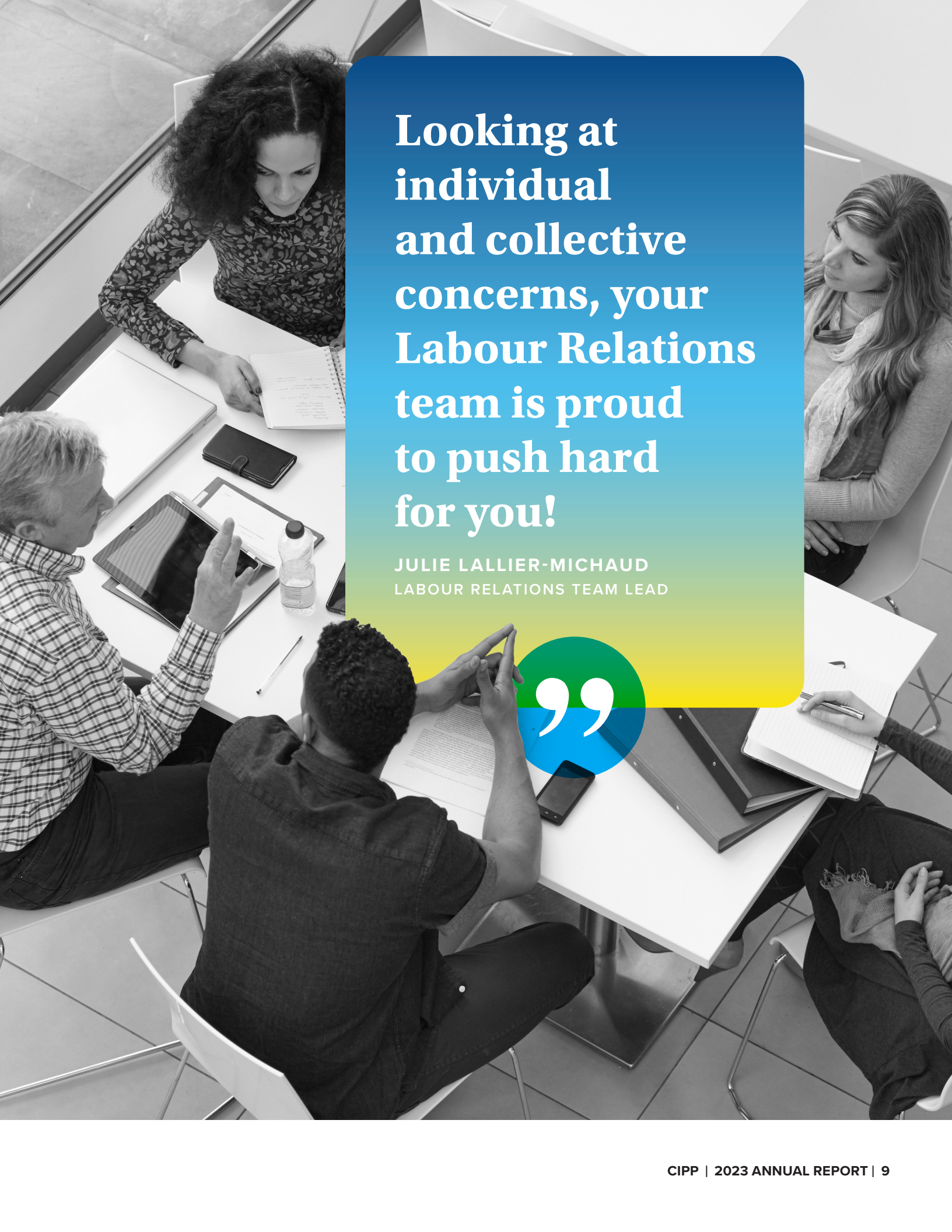
2024 BUDGET

The CIPP budget for 2024 is designed to guarantee long-term financial sustainability and continuing high-quality service to CIPP members. Revenue will stabilize after the spike resulting from increased staffing at OPH to meet the needs of our community through the early days of the pandemic. As we transition back to pre-COVID revenue levels, we recognize revenue generated by our healthy reserves as income in our 2024 Budget. This budget accounts for expenses associated with continued increases in demand for labour relations support. It will also create greater transparency by adjusting line items for Communications and Engagement to better align with anticipated core expenses. Additional expenditures will be funded through the Strategic Activities Reserve as they are required and approved.

FINANCE COMMITTEE MEMBERS

Katrina Botting, Treasurer
Mike Bureau
Bev Croft
Kendra Hobbs
Ben Ripley





Looking at
individual
and collective
concerns, your
Labour Relations
team is proud
to push hard
for you!

JULIE LALLIER-MICHAUD
LABOUR RELATIONS TEAM LEAD



LABOUR RELATIONS REPORT

Your union is here to support you with your individual workplace challenges and concerns.

Members reached out to the Labour Relations team this year for support in dealing with a wide range of challenges – from ergonomic needs in the workplace to the OPH reorganization, from harassment to work schedule issues and more. The CIPP Labour Relations team is always here to provide information and stand up for you.

The union also plays an important role advocating on issues that impact a wide range of members. We moved forward a number of policy grievances this year to do just that.

We filed a policy grievance on Hybrid Work which challenged the employer's unilateral decision to implement a new hybrid work policy without consulting with the union as they are required to do. We also continued to move forward policy grievances focused on Benefits for Members Over 65, previous vaccine requirements and Safe Workplaces.

Your Labour Relations team continues to be in ongoing communication and collaboration with your employer. We meet regularly with the Ottawa Community Housing Advisory Committee, Ottawa Public Health, Long-Term Care and the Ottawa Paramedics Service to share the concerns of CIPP members and to receive updates from the employers. And we maintain ongoing relationships with senior leadership in departments across the City of Ottawa. We aim to resolve concerns through dialogue at this stage before moving to grievance processes.

Our members at Ottawa Public Health faced a significant reorganization this year. We worked hard to share accurate information and intake

a high volume of concerns quickly. This was an important time for members to turn to the union for support.

And your union is bargaining for you. This year from March until June we were at the bargaining table with the City of Ottawa. With great input from members, we developed and put forward over 25 proposals. We reached an impasse in June and then the work to prepare for arbitration in December began. Under the leadership of your Negotiating Committee and in collaboration with our legal team, we are pushing hard for improvements to your collective agreement.

Looking at individual and collective concerns, your Labour Relations team is proud to push hard for you!

JULIE LALLIER-MICHAUD

Labour Relations Team Lead

HEALTH AND SAFETY REPORT

Health and safety of CIPP members remains a union priority.

As many of our members returned to the workplace this year health and safety was forefront in this work. Our Hybrid Work grievance focuses on the importance of the City taking steps to ensure that the necessary measures are taken to decrease transmission of COVID and other respiratory illness in the workplace. In our Returning to the Workplace policy document, we also highlighted the important health and safety benefits for members who work from home. It is important that these gains are not lost as more time is spent in the workplace.

The CIPP team continued to provide individual support to members with health concerns that prevented them from returning to the workplace. And our Safe Workplace policy grievance continues to move forward.

The 28 Joint Health and Safety Committees associated with your workplaces continue their work. We supported members representing CIPP on these committees as they advocated for the health and safety of their colleagues. Important information is shared through these bodies and issues of concern can be flagged to the employer.

Through union communications we continue to remind members to actively seek support for their mental health using the EFAP program, collective agreement benefits and community resources.

JULIE LALLIER-MICHAUD
Labour Relations Team Lead

**20% of CIPP
members
attended
a union event.**

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MEMBER ENGAGEMENT
AND DIVERSITY COMMITTEE



MEMBER ENGAGEMENT AND DIVERSITY COMMITTEE REPORT

Our conversation with CIPP members has developed greatly in the last few years.

Members and union leadership are in an ongoing two-way dialogue on all union priorities.

Members contributed important feedback in 2023 on safe workplaces, hybrid work, the City of Ottawa Service Review, Immunization Unit Hours of Work and our Member Engagement Survey. CIPP members replied to our request for information on your experiences 1481 times in 2023.

Beyond this, you attended union events! Over 20% of CIPP members attended an in-person or online event this year. The union hosted online educational CIPP Coffee Breaks on Healthcare Privatization and OMERS, in-person CIPP Lunch Breaks at City Hall and at our office in Nepean, a Service Review Information Session, a Bargaining Proposal Briefing and a Bargaining Impasse + Arbitration Briefing.

The Member Engagement and Diversity Committee and union leadership were proud to march in the Ottawa Pride Parade this year. Our union, workplaces and community include everyone from the LGBTQ+ community and we want everyone to know!

Our committee is leading the work to improve Justice, Equity, Diversity and Inclusion (JEDI) in our union. CIPP leadership engaged in a 15-hour online training with Anima Leadership that ensured common understandings and language for our ongoing work to ensure a place for every union member within our organization. Our committee will now be working with membership and an external consultant to build a multi-year, action-based, measurable JEDI plan for CIPP.

Together, hundreds of members emailed Mayor Sutcliffe and asked him to advocate for our pensions. Throughout the year OMERS has been working to propose changes to our plan and we need an employer that will stand with us to push back on any changes that will put our retirements at risk.

In the years ahead, we will be developing a new program that will support CIPP members to engage in supportive dialogue with each other. Look for more information on this in 2024!

MEMBER ENGAGEMENT AND DIVERSITY COMMITTEE MEMBERS

Chanel Brown, Chair

Louay Alnaddaf

Victoria Cowell

Bev Croft

Nathan Hauch

Kendra Hobbs

Mubeen Khan

Andrew Kuttain

Ouleiyah Lababneh

Karim Mekki

Wendy Schurman

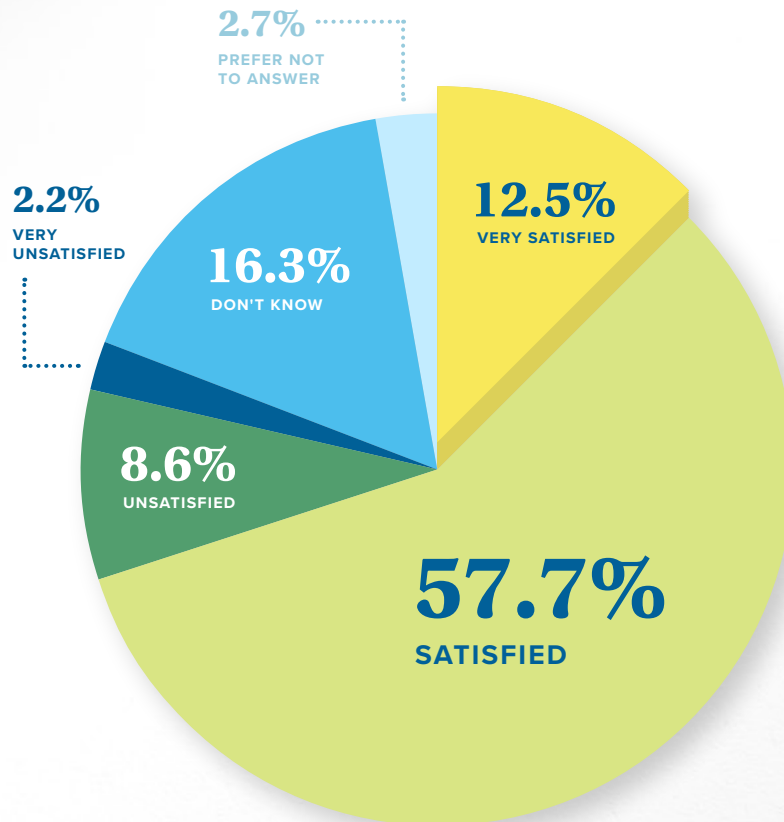
Krishon Walker

Deborah Zimmerling

Members and union leadership are in an ongoing two-way dialogue on all union priorities.



2023 Member Survey



MEMBER SURVEY REPORT

This year CIPP undertook a full survey of all members. The survey was conducted by Stratcom in April 2023 with 1087 respondents.

71% of respondents indicated that they are very or somewhat satisfied with the union.

These members indicated their satisfaction is a result of good communication, support for concerns and grievances as well as good contract negotiations. 10% of respondents indicated that they are unsatisfied with the union because their workplace issue was not adequately addressed, weak collective bargaining and that a pay raise is needed.

Respondents indicated that good contract negotiations, support for concerns and grievance, good benefits and job security are the top four benefits of being a CIPP member.

The majority of respondents said they were not too involved or not at all involved with the union. 38% of these respondents said that they would like to be more involved in the union and that CIPP could provide more information on how to be involved (30%), book meetings that fit their schedule (18%) and choose virtual meetings (11%). 21% indicated that they are just too busy to get more involved and 11% said there are no barriers to their participation. While over 15% of members are very involved or somewhat involved in the union.

Focusing on challenges in the workplace, 10% of respondents reported experiencing discrimination and/or other micro-aggressions in the workplace, 6% reported experiencing harassment and 4% reported experiencing racism. 43% reported these incidents to the employer, 12% reported to the

union and 38% did not report the incidents. Members said they are overwhelmingly happy with union communication (over 80%) and prefer to receive email communication from the union over other methods.

The survey confirmed that the priorities of CIPP members remain stable. Both the 2019 and 2023 member surveys show (1) good pensions, (2) better wages, (3) good benefits are the priorities of the CIPP membership.

Good contract negotiations, support for concerns and grievance, good benefits and job security are the top four benefits of being a CIPP member.



SCHOLARSHIP COMMITTEE REPORT

Our union gives back in many ways.

For over 10 years, we have been providing the children of our members with scholarships to support continued education.

Each year we offer 3 scholarships of \$2000. The scholarship recipients were provided financial assistance to attend any full-time degree or diploma program at a Canadian post-secondary educational institution.

This year, scholarship program applicants were asked to answer the question: What is the importance of supporting a diverse and inclusive workplace and how should unions contribute to this?

As always, we received excellent submissions, and the Scholarship committee enjoyed reviewing each applicant's essay, transcript and references. Three recipients were selected and approved by the Board of Directors.

Applications are open to all children, stepchildren and wards of CIPP members who are enrolled in a full-time degree or diploma program at a Canadian post-secondary institution, and we encourage CIPP members to have their family members apply.

SCHOLARSHIP COMMITTEE MEMBERS

Victoria Cowell, Chair

Kirsten Churchill

Jeff Delatt

Marguerite Dieudonne

Lola Dubé-Quibell

Stan Mathew

Catrina Mavrigianakis

Karim Mekki

Emmanuel Rey

Ben Ripley

Babak Rostamiq



CIPP is proud to congratulate the recipients of our 2023 Scholarship program *Alexandra Pauzé, Yael Tarasofsky and Jia Qiao.*

GOVERNANCE AND HUMAN RESOURCES COMMITTEE REPORT

Our Governance and Human Resources Committee oversees the administrative aspects of our union. This committee reviews and renews our Health and Safety Policy and the Respectful Workplace policy each year.

The committee also reviewed our Board Honorarium Policy and found, based on the results of the 2023 Member Survey, that there is no evidence to suggest that an increase in the board honorarium would increase member participation. The current honorarium rate was not found to be a barrier to members' participation.

The Professional Association Representation Policy is also under review by the committee.

GOVERNANCE AND HUMAN RESOURCES COMMITTEE MEMBERS

Kendra Hobbs, Chair
Chanel Brown
Beverley Croft
Katrina Botting





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